

Life Unlimited Hearing Therapy Client Report

Surveying undertaken between 31 October and 12 December 2016

Method

This document reports on the Life Unlimited Hearing Therapy surveys. This document reports on the survey undertaken in late 2016.

The survey respondents are all people who have used Hearing Therapy in the 2016 year.

Clients were either sent an email inviting them to complete the questionnaire (via clicking on a link to an online survey) or they were sent a paper survey and a postage paid reply envelope. A second email/letter was sent reminding clients to complete the survey.

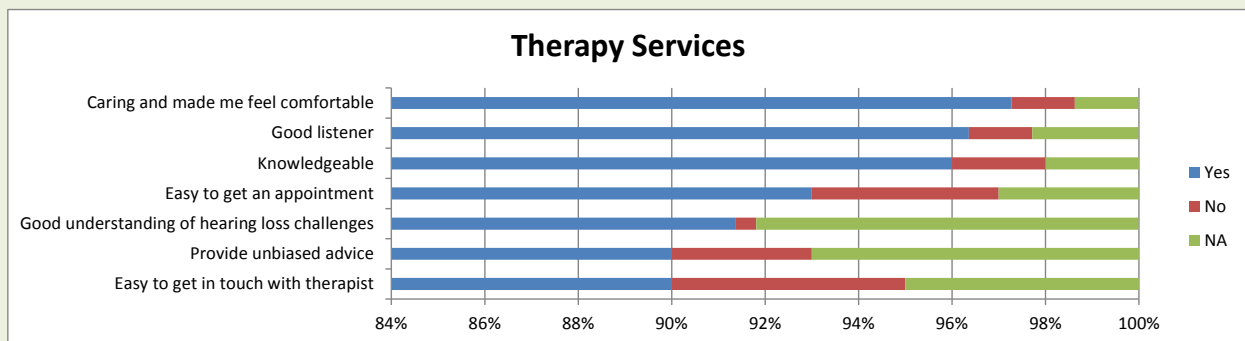
All clients who completed the survey were entered into a prize draw for a \$100 voucher. This prize has been drawn.

A total of 220 clients completed the survey.

Summary of Findings

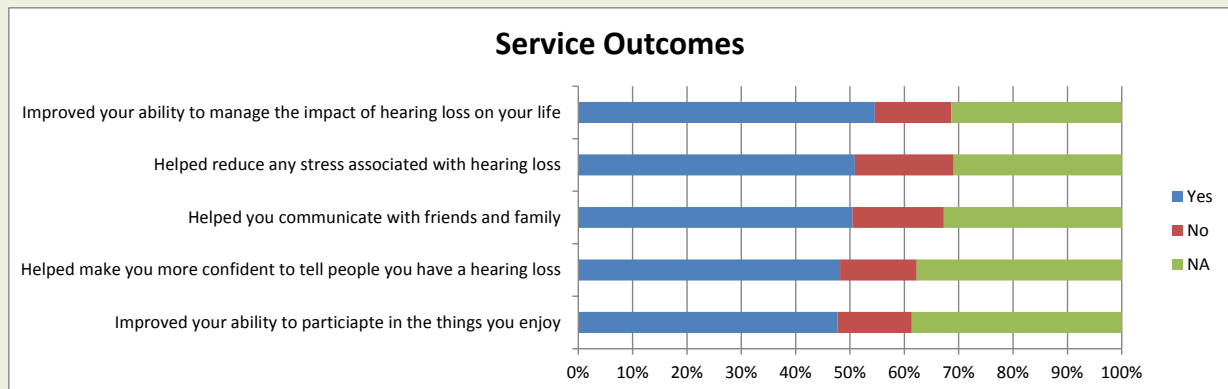
Clients were very positive about service delivery, with at least 90% agreeing that:

- it was easy to get in touch with the therapist
- it was easy to get an appointment with the therapist
- they are knowledgeable
- they are good listeners
- they are caring and make me feel comfortable
- they have a good understanding of the challenges of living with hearing loss
- they provide unbiased advice.



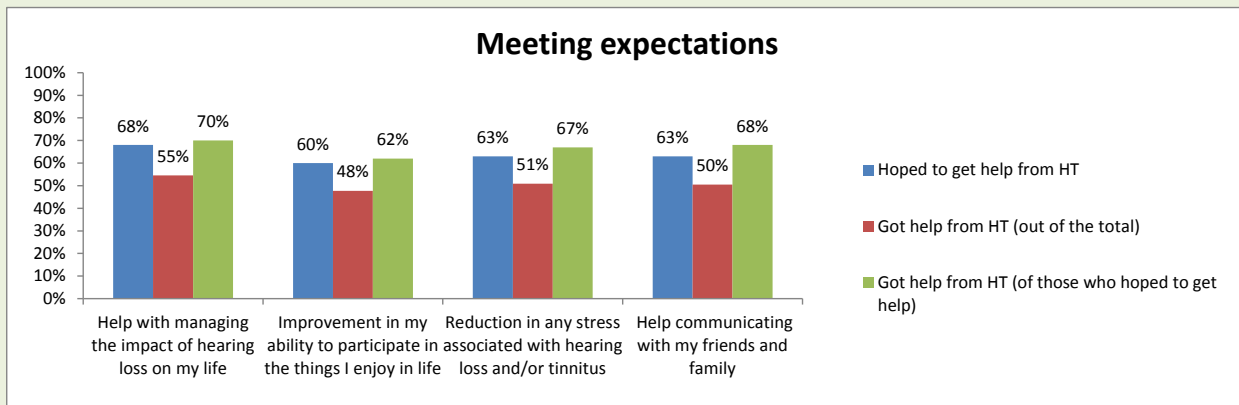
Agreement levels are also high for the output/outcome statements but not as high as for the other aspects of the service, partly due to much higher 'NA' results:

- improved my ability to manage the impact of hearing loss on my life (55%)
- they helped reduce any stress associated with hearing loss (51%, statistically significant decrease from 63% in 2015)
- they helped me communicate with my friends and family (50%)
- helped make me more confident to tell people I have hearing loss when I need to (50%)
- they improved my ability to participate in the things I enjoy in life (48%).

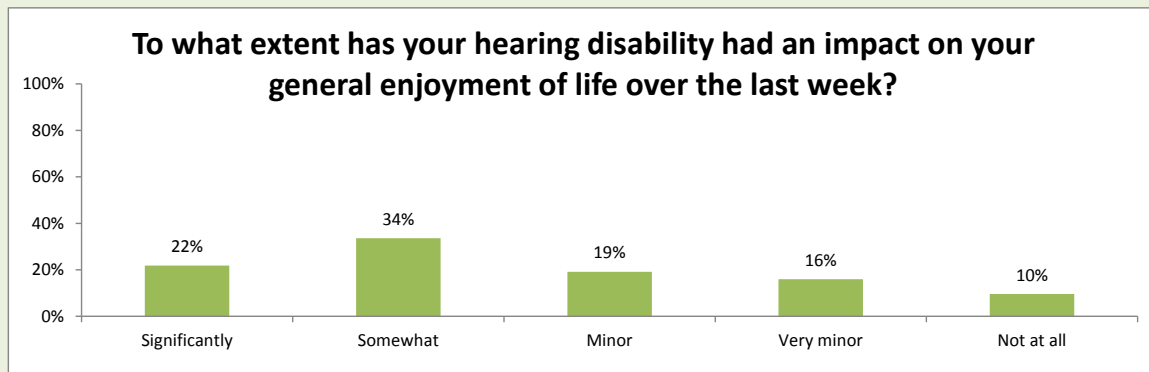


There is a gap between expectations of the service and delivery of the service. Between 62% and 70% of clients said they received the help they were hoping for on the following service outcomes:

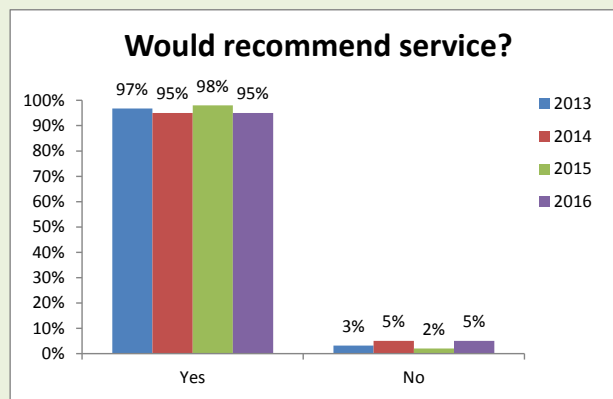
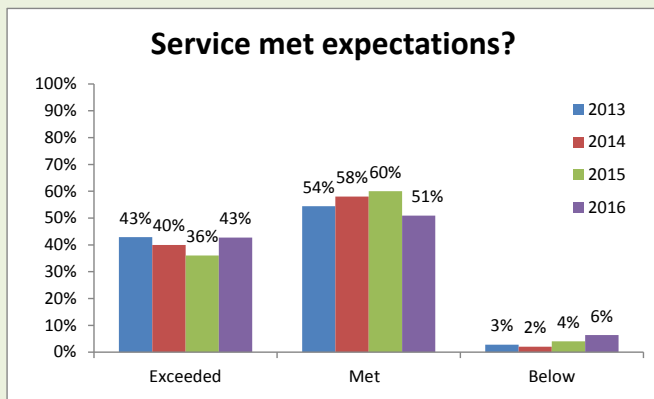
- help managing the impact of hearing loss on my life (70% of those seeking this help said they received this help)
- help communicating with friends and family (68% of those seeking this help said they received this help)
- reduction in stress associated with hearing loss (67% of those seeking this help said they received this help)
- improvement in ability to participate in things I enjoy in life (62% of those seeking this help said they received this help).



At an overall outcomes level, 45% said their hearing had had minor or less impact on their enjoyment of life over the last week.



At an overall service level, propensity to recommend was very high, with 95% agreeing they would recommend Hearing Therapy. Just 6% of clients said the service provided had not met their expectations.



46 respondents (21%) suggested improvements to the Hearing Therapy (that are relevant to the service). The key service improvements sought by clients were:

- increased promotion/advertising about the service (17 respondents)
- improved therapist service/service (10 respondents)
- reduction in noise at consultation (5 respondents).